

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Applicant:** Amitabh et al.

**Conf. No.:** 9419

**Serial No.:** 10/630,392

**Art Unit:** 3628

**Filed:** 7/30/2003

**Examiner:** Robinson Boyce, Akiba K

**Title:** CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM  
WITH COMPLIANCE TRACKING CAPABILITIES

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

**I. INTRODUCTORY COMMENTS**

This paper is being filed in response to the Office Action dated November 19, 2008.

Please amend the above-referenced patent application as follows: